



TEXAS DEPARTMENT OF HEALTH
Austin Texas
INTER-OFFICE

Kim Stewart

TO: Regional Directors
 Directors, Local Health Departments
 Directors, Independent WIC Local Agencies
 Herman Horn, Chief, Bureau of Regional/Local Health Operations

FROM: Debra Owens, Acting Director
 Division of Client and Contract Services
 Bureau of Nutrition Services

D.O.

DATE: February 25, 2000

SUBJECT: Patient Flow Analysis Summer Training Schedule

A Patient Flow Analysis (PFA) training has been scheduled for the summer. If you have not attended a PFA class before or have forgotten what PFA does and does not do, this is a reason to attend.

Patient Flow Analysis Training is organized as a four day training session broken into two phases. Phase I classes are limited to staff from eight local agencies (LAs). Phase II classes are limited to staff from four local agencies. All requests must be in writing. Classes will be scheduled on a first-come, first-served basis. See the attached information sheet for a more detailed description of Phase I and II classes.

PFA is an exceptional clinic management tool for improving clinic environments. This objective tool is used to bring staff together to identify clinic strengths and weaknesses, brainstorm solutions, and implement changes to improve clinical operations. Since PFA is a catalyst for change, each WIC director should attend both Phase I and Phase II training.

If you have any questions or special requests, contact either Carol Filer, Program Specialist, or Anna Garcia, Program Specialist, at (512) 406-0740. If you are interested in attending a PFA class, mail or fax the attached registration form to the Training Section today.

Attachments

PFA Training Information Sheet

Phase I and II Course Descriptions

Phase I PFA is an introduction to PFA. A “hands on” approach is used to provide instructions for planning and completing a PFA study in a WIC clinic. This includes completing PFA forms and using codes, facilitating a PFA orientation, editing/inputting PFA data, and obtaining PFA graphs and statistics.



Who Should Attend: PFA Study Coordinator and WIC Director (if new or if he/she has not attended PFA training)

Choosing a PFA study coordinator

The study coordinator is responsible for generating interest in the PFA process and in keeping momentum and cooperation alive! In addition to conducting PFA studies, this person should be highly motivated with effective communication and “people skills.” Staff must perceive this person as unbiased and receptive to their needs and ideas. These individuals should meet the following criteria: 1) Possess interpersonal, communication and analytical skills; 2) incorporate PFA into current job duties; and 3) objectively view the findings of PFA. (If possible, this person should not have clinic tasks assigned when conducting studies.)

Phase II PFA provides instructions for analyzing your study results. An interactive approach is used to demonstrate how to put PFA into motion to improve clinic operations. You and clinic staff will learn how to interpret your PFA graphs and statistics while using proper brainstorming and problem solving techniques. In addition to having an opportunity to lead productive PFA team building meetings, you will learn from your peers how to “work smarter - not harder”, and how to draw up an effective action plan.

Who Should Attend: PFA Study Coordinator, WIC Director (if new or if he/she has not attended PFA training), and 2 additional front line staff from the clinic the PFA study was conducted.

Between Phase I and II the study coordinator will need to:

- 1) Orient clinic staff on the data collection process. (Orientation usually takes between 30 - 60 minutes.)
- 2) Collect PFA data for 2 PFA studies. (We recommend data collection for a full day of clinic operation)
- 3) Input PFA data into computer.
- 4) Print graphs and statistics to bring to phase II PFA training.
- 5) Copy the PFA studies onto a diskette to bring to phase II PFA training.

Registration Form

Patient Flow Analysis Training

Patient Flow Analysis Training is organized as a four day training session broken into two phases. Phase I classes are limited to staff from eight local agencies and Phase II classes are limited to staff from four local agencies. The first four local agencies that sign up to Phase I will be placed in the Phase II class August 1-3, 2000. If needed, a second Phase II class will be scheduled. You will be notified in writing which classes your agency is confirmed for. If you have any special requests such as attending only a Phase II class or if you would like Phase II in your area, contact a member of our PFA training staff.

Phase I June 27, 2000	1:00 p.m. - 4:30 p.m.	Austin Shoal Creek Office
June 28, 2000	8:30 a.m. - 4:30 p.m.	Austin Shoal Creek Office
June 29, 2000	8:30 a.m. - 12:00 noon	Austin Shoal Creek Office

Names of staff attending: (2 maximum)

1) _____

2) _____

Phase II August 1, 2000	1:00 p.m. - 4:30 p.m.	TDH Main Campus, 1100 W. 49 th St., M653
August 2, 2000	8:30 a.m. - 4:30 p.m.	TDH Main Campus, 1100 W. 49 th St., M653
August 3, 2000	8:30 a.m. - 12:00 noon	TDH Main Campus, 1100 W. 49 th St., M653

Phase II if needed - TBA

Austin Shoal Creek Office

Names of staff attending: (4 maximum)

1) _____

3) _____

2) _____

4) _____

Local Agency (LA) Name _____

LA# _____

LA Address _____

LA Phone Number () _____

LA Fax Number () _____

Mail or fax to:

Missy Hammer
Support Training Section
Bureau of Nutrition Services
Texas Department of Health
1100 West 49th Street
Austin, Texas 78756

FAX # (512) 406-0722

Phone # (512) 406-0740